

Hyland Software OnBase Integrated Document Management Suite

Summary

Hyland Software has developed OnBase, an integrated document management suite for Microsoft Windows platforms. OnBase appeals to enterprises or departmental users as a cost-effective, modular solution.

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Hyland Software OnBase Integrated Document Management Suite

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Overview

Hyland's core product, OnBase, is an integrated, but modular, software suite that addresses document imaging, workflow, enterprise report management/COLD (computer output to laser disk) and document management capabilities. OnBase consists of more than 40 modules, grouped into several broad categories: Input and Capture, Management and Retrieval, Distribution and Output, and Integration. The core OnBase solution consists of a Structured Query Language (SQL) database, the data (documents) and a workstation on which the OnBase application runs. Document objects (such as images, enterprise reports, electronic forms, faxes, HTML or Extensible Markup Language [XML] files, video and audio) are stored on a file server; the index data and document attributes are stored in the SQL database. Hyland has developed the core OnBase software itself, leveraging the Microsoft Windows environment, and integrates with third-party offerings for add-on capabilities such as paper forms processing, optical character recognition and digital signatures. OnBase is typically configured in traditional client/server architecture, but Hyland does support Microsoft Internet Information Server (IIS) in a three-tier configuration (via a broker component). Typically, the base OnBase configuration is a Windows desktop client; however, many customers are implementing a combination of thick and thin clients. It is designed to be an out-of-the-box solution that does not require much customization.

Table 1: Specifications: Hyland OnBase	
Product Type	Integrated document management (IDM) software.
Current Version	Thick Client (3.6); Web Server (4.3.5).
Number Installed	Hyland reports an installed base of 3,100 corporate customers (systems) for OnBase representing approximately 80,000+ named or concurrent licenses serving over 300,000 users.
Architecture	Client/server or n-tier.
Server Operating Systems Supported	Microsoft Windows NT, Windows 2000, Windows XP.
Web Servers Supported	The OnBase Web Server runs on Microsoft Internet Information Server.
Client Operating Systems Supported	Microsoft Windows 98/NT/ME/2000/XP. Web Browsers: Microsoft Internet Explorer, Netscape Navigator, Opera, Mozilla, WebTV.
Databases Supported	OnBase supports Microsoft SQL Server, Oracle, Sybase, Informix and DB2, in addition to offering support through the Open Database Connectivity (ODBC) interface.

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Security	OnBase integrates with the Microsoft NT or Novell security systems. It supports Microsoft Active Directory Service (ADSI). It is integrated with the Active Directory implementation of Lightweight Directory Access Protocol (LDAP).
System Administration	Administrative tasks supported include user/group management.
Native-Language Support/Localization	The client and configuration interfaces and menu options have been translated into Arabic, Danish, English, Spanish, French, German, Japanese and Portuguese. In addition to these, the Web client has also been translated into Dutch, Greek, Italian and Norwegian. The content is not translated, but can be stored in its native language if that was how it was generated.
Application Integration	<p>OnBase integrates with other applications through two modules: the Application Enabler and the Host Enabler. OnBase Application Enabler enables users to image-enable their Windows-based line of business applications, such as SAP, PeopleSoft, Lawson or Siebel without programming. It is SAP-certified, and Hyland offers a packaged SAP solution, the OnBase Archive Server for SAP R/3, which uses the SAP Archive Link interface. The Application Enabler also provides screen scraping indexing capabilities. With the Host Enabler, users can access a host application through OnBase. They can connect to systems that emulate VT-100, VT-220 and ANSI systems and can also access IBM host systems with third-party emulation packages. Currently, OnBase supports NetManage Rumba, IBM Client Access, WRQ Reflections and Attachmate.</p> <p>OnBase also integrates with Open Document Management API (ODMA)-compliant applications. Deeper and more complex application integration can be accomplished using the OnBase Application Programming Interface (API). With the API, integration is accomplished via Microsoft's Component Object Model (COM) and .NET Interop or Java wrappers. Integration is also accomplished through Simple Object Access Protocol (SOAP)/XML Web Services for cross-platform middleware applications.</p> <p>Hyland also integrates with Plumtree portal.</p>
Application Development Tools	Hyland provides the OnBase API, a library of C++ classes, for application developers. The primary application interface is a 32-bit Object Linking and Embedding (OLE) interface. The OnBase Web Server API uses Microsoft COM and Java programming interfaces. Hyland provides a Software Development Kit (SDK) for the Web Server. This SDK contains the COM interface specification and a Visual Basic (VB) Scripting Tool with sample scripts and a runtime development environment.
User Interface	OnBase provides a Windows-based client as well as a Web browser-based one. The OnBase Explorer Extension, another retrieval option, integrates with Windows Explorer and places an additional folder in the Windows Explorer directory tree called "OnBase." Approximately 95 percent of the thick client functionality is delivered through the Web client, but some functionality requires an ActiveX control through Internet Explorer. The Web client can be configured as an HTML-only browser client that provides a subset of functionality and is compatible with most browsers/platforms, including Netscape Navigator, Opera, Mozilla and WebTV.
Source: Gartner and Hyland Software.	

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Table 2: Features and Functions: Hyland OnBase

Content Types Supported	OnBase manages electronically generated documents and content, scanned images of paper documents, facsimile documents, and e-mail messages and attachments.
Image/Document Capture	Paper documents can be scanned individually or in batches. It supports black-and-white, grayscale or color images. Documents are stored in OnBase as multipage Tagged Image File Format (TIFF) images. OnBase supports TWAIN, Image and Scanner Interface Specification (ISIS), and Kofax-compliant scanners. OnBase also supports bar codes, as well as providing cleanup, deskew and image-enhancement capabilities.
Document Import	The user can also bring a document into the system from File Manager or from Windows Explorer, as well as ODMA-compliant applications, using drag and drop. Batch import options are also available.
Image File Formats Supported	OnBase supports over 50 image file formats, including TIFF, Joint Photographic Experts Group (JPEG), Windows bitmap (BMP) and Paintbrush (PCX).
Optical Character Recognition (OCR)/Intelligent Character Recognition (ICR)	The OnBase OCR module, based on ScanSoft's TextBridge technology, provides full-page, optical character recognition capabilities. For forms processing and zonal OCR, OnBase can be integrated with third-party products from vendors such as Cardiff, Captiva, Kofax, ReadSoft and MTI.
Indexing	OnBase offers two full-text indexing modules: Microsoft Index Server and Verity. Microsoft Index Server can index text and Microsoft Office (including Excel and Word) documents, as well as Portable Document Format (PDF) files. Verity can full-text index over 200 file formats including common file types from Adobe, Corel, Lotus and Microsoft. In addition, OnBase supports indexing of documents by manual entry, lookups, autofill (populate one unique value and the remaining values are auto populated), workflow, VB exits, double-blind indexing, external validation, patch codes, bar codes, blank page separation, zooming, auto-folding and imprinting (with designated scanners). OnBase also provides bar code extraction capabilities, enabling automatic indexing.
Viewing	The OnBase image viewer is based on the Snowbound viewer toolkit. It supports more than 50 image file formats. For formats not supported by the standard viewer, OnBase can launch other third-party viewers.
Document Annotation	Supports annotation and markup, including redaction.
Access Control	With OnBase, access rights can be set down to the individual document level. Privileges include no access, deletion rights, add/modify, print, copy and save as.
Organization	OnBase has dynamic and static foldering capabilities.
Search/Retrieval	Hyland OnBase currently offers Microsoft Index Server or Verity to provide full-text indexing and search capabilities. The products provide Boolean search capabilities, sound-ex, word stemming, wildcard and inflectional searches, as well as combined full-text and metadata searches. OnBase also provides a variety of standard retrieval methods including the document retrieval dialogue box, custom queries, foldering and Windows Explorer Extension. Custom search views can also be created via the API or Web Server.
Library Services	OnBase provides core library services such as document check-in/check-out, version control and document level security. It supports unlimited versions and minor versioning.

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Enterprise Report Management	Via the OnBase COLD module, OnBase manages computer-generated reports and statements. It supports Xerox Metacode, Printer Control Language (PCL), American Standard Code for Information Interchange (ASCII), Advanced Function Printing (AFP) and Extended Binary Coded Decimal Interchange Code (EBCDIC) formats. For PCL, AFP and Metacode, Hyland provides a filter that works in conjunction with the OnBase COLD module in order to process and store those data streams in their native format.
E-Mail Integration	OnBase integrates with any Vendor Independent Messaging (VIM) or Messaging Application Programming Interface (MAPI)-compliant e-mail program. A Subscription Server module enables e-mail messages and their attachments to be captured directly from Microsoft Exchange and stored in OnBase. Hyland also provides integration between OnBase and Microsoft Outlook. With the Outlook integration, users can access OnBase and retrieve documents from their Outlook client interface. Outlook users can save e-mail messages and their attachments by dragging and dropping them into the OnBase Outlook folder.
Forms Integration	OnBase E-Forms enables users to complete and submit online HTML forms that are automatically captured, indexed and stored as documents in the OnBase system. OnBase can also be integrated with third-party electronic forms products.
Fax Integration	Through its Archive API, OnBase integrates with Captaris' RightFax for archiving incoming and outgoing faxes.
Document Security	OnBase security is set at the user group level.
Storage Management	Documents, images and other objects are stored on magnetic and optical media. The OnBase Platter Management module works with a variety of storage devices, including DVD; write once, read many (WORM); compact disc (CD); redundant array of independent disks (RAID) hard drive arrays; and storage area networks (SANs).
Records Management Capabilities	Hyland provides a Document Retention module for OnBase. This module provides basic document retention capabilities, enabling customers to configure document types or document-type groups for automatic destruction and removal from OnBase. Document destruction can be based on dates or the occurrence of an event within or outside of the system. Hyland's Document Retention module is not yet certified as compliant with the United States' Department of Defense (DOD) 5015.2 standard. It is on the schedule for testing.
Process Management	The OnBase Workflow module supports document routing through serial and parallel processes. It also supports alternate routing logic, automatic criteria calculation, rendezvous, simultaneous notification, load balancing, reporting, timers and ad hoc workflow tasks. OnBase Workflow can launch external processes using both a rule and an action by means of a VBScript or a Dynamic Linked Library (DLL). OnBase provides a graphical, configuration interface with more than 100 pre-configured rules and actions. In addition, Hyland provides a Workflow Simulator tool and Workflow Replayer to assist in workflow configuration and analysis.

Analysis

A private company, Hyland Software focuses solely on the integrated document management (IDM) market. Its OnBase offering has typically been most successful in departmental imaging/document management/workflow applications and in small to midsize companies. Community banks and state and

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county governments have been strong target markets for Hyland and its implementation partners, along with healthcare and higher education. Hyland has also developed vertical-specific strategies for financial services, insurance, manufacturing and transportation. Hyland's typical implementation size has been 75 to 100 users; its largest implementation supports 30,000 users of which 3,000 to 4,000 concurrent users are on the system at any time. Hyland is beginning to move into enterprise-scale implementations; Hyland reports having implemented 25+ systems with at least 1,000 users and 60+ systems with over 500 users. It is still not widely known, however, for enterprise implementations. Hyland distributes through a value-added reseller (VAR) and distribution partner channel (200 partners currently) as well as through some original equipment manufacturer (OEM) arrangements.

Pricing

OnBase is licensed by module for the functionality an organization desires. Client seats are then available to gain access to that functionality. Client seats can be either workstation (named user), concurrent (3-to-1 ratio is commonly used), or a mix of both in a client/server or n-tier environment. Client workstation licenses begin at US\$600 per seat; client concurrent licenses begin at US\$1,200 per seat and tier down. Volume discounts are available, and Hyland does offer enterprise licensing plans. Workflow capability requires an additional client charge (workstation or concurrent) on top of the core OnBase license. Hyland provides volume discounts. Annual maintenance is 18 percent of the list price for 24-by-7 support.

The estimated cost for a Web-based system required to support concurrent user access for workflow, imaging, document management and enterprise report management is as follows (representative software samples only): 50 users - US\$85,000 (without workflow - US\$58,000); 100 users - US\$122,000 (without workflow - US\$78,000); and 250 users - US\$230,000 (without workflow - US\$136,000).

GSA Pricing

Yes.

Competitors

In the market for departmental imaging systems, Hyland competes primarily with vendors like Legato (formerly OTG) and Optika. Like Hyland, these vendors offer suites consisting of imaging, workflow, and Integrated Document Archival and Retrieval Systems (IDARS) technologies. These vendors and their products are increasingly viewed as lower-cost alternatives to imaging products from IBM and FileNET and have generated a great deal of interest from enterprises focused on cost savings and time to deployment. As Hyland continues to expand into the enterprise, production imaging and workflow space, it faces strong challenges from FileNET, eiStream, IBM and TOWER Technology.

FileNET

As a software vendor focused on enterprise content management, FileNET has long been a market leader with the bulk of its revenue today coming from its imaging and workflow offerings. It remains one of the primary competitors to Hyland. Specific strengths include its vertical market focus (for example, insurance, financial services and government); its proven track record in production imaging and workflow; its large, worldwide installed base—over 3,800 customers; a strong, global distribution/partner channel with domain expertise; and its leveraged expertise in document-centric process automation. In January 2003, FileNET announced the P8 architecture, which supports both Microsoft and Java environments, as well as pre-packaged suites built on it: Business Process Manager, for automating complex business processes; Content Manager, for managing, sharing and accessing documents or other forms of content; Web Content Manager for automating the creation, approval and publishing of content to Web sites; and Image Manager for managing fixed content, including images, faxes and rich media.

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TOWER Technology

TOWER Technology markets the TOWER Integrated Document Management (IDM) suite, a set of software modules for production imaging, document management, enterprise report management (ERM) and workflow (case management) applications. TOWER IDM provides a unified object repository for storing unstructured information and a universal viewer for accessing all forms of electronic documents and images. TOWER targets the insurance, financial services and healthcare industries, as well as government agencies. TOWER's differentiators include its broad platform support and unified content repository for managing all types of documents and content. In addition, it offers a strong Web architecture with the capability of capturing transactional Web content.

Optika

Optika was founded in 1988 and has been a long-time provider of document imaging and workflow software. The firm has over 2,000 total customers. Optika's largest customer implementation is currently 1,200 users, while its average customer (from a direct sales perspective) is in the 250-to-500 concurrent user range. An integrated software family for managing the content associated with business transactions, Acorde leverages Optika's core strengths in document imaging, workflow and enterprise report management. Optika's addition of core document management library services (for example, check-in/check-out, version control) gives it the basic capabilities required to position Acorde as a complete integrated document management (IDM) system for customers that want a one-stop solution from a single vendor. The Acorde family consists of Acorde Context (for imaging/enterprise report management/document management); Acorde Process (workflow); and Acorde Resolve, a Web-based application that enables creation of online hubs for collaboration. Acorde Integration tools are optional modules that provide specific integration with line-of-business and third-party applications. In December 2002, Optika announced Acorde 3.0 with support for Web services and an optional full-text search module.

eiStream

A private company, eiStream was formed as a result of several acquisitions, mainly the acquisition of Eastman Software from Eastman Kodak in August 2000. The company was officially launched as eiStream in September 2001. It consists of the following entities: eiStream WMS, Inc.; eiStream Kofile, Inc.; eiStream ViewStar; eiStream Services; and various foreign affiliates. eiStream reports having 4,000 sites and 1,000,000 licenses worldwide, but this is for all eiStream products, including the midtier imaging and recognition offerings from eiStream Kofile. eiStream's WMS Imaging and Workflow consists of a set of products and services for production imaging and workflow applications. eiStream WMS, Inc., targets applications in financial services, insurance and government. Its focus is on streamlining high-volume business processes and document distribution in back-office operations. eiStream's challenges include reconciling the positioning of its separate ViewStar and WMS Imaging and Workflow products and executing on its vision. It has only recently begun to provide a Web-centric architecture, trailing behind most of its competitors.

IBM

A single digital content management repository running on IBM's DB2 universal database or Oracle, IBM Content Manager gives customers the capability of managing a variety of digital assets and rich media, as well as documents and XML or HTML content. It is a core component in IBM's Enterprise Content Management portfolio. In addition, archiving print stream output is an option by integrating Content Manager OnDemand. For data and document archiving applications, IBM provides the complementary CommonStore offering, which is available for SAP, Lotus Domino and Microsoft Exchange applications. Versions of IBM Content Manager are also available for IBM's iSeries (AS/400) and OS/390

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environments. With the release of Content Manager v.7.1 in January 2001, IBM added basic document management functionality, including version control and support for ODMA. This move gave IBM the basic capabilities required to position Content Manager as a complete integrated document management (IDM) system for customers that want a one-stop solution from a single vendor. In June 2002, IBM announced Content Manager 8.1, which provides improved workflow/document routing capabilities, integral search services, enhanced system administration capabilities, support for Sun Solaris servers, deeper integration with DB2 and a new viewer. In addition, it is built on a new extensible architecture with a hierarchical data model. IBM's strengths lie in its broad platform support and its support for a wide range of content types, including rich media.

Legato (OTG)

Legato (formerly OTG) has traditionally been viewed more as a toolkit vendor (for example, the Xtender line), focused mainly on imaging and storage management. In addition, Legato software has been implemented mainly as a departmental or point solution (typically for 25 to 50 concurrent users), although the company has been trying to move up into enterprise deals. According to Legato, its installed base currently averages about 100 concurrent users per system, while its largest implementation supports over 10,000 credentialed users (users with access to the system). Like Hyland OnBase, Legato Application Xtender is a Microsoft-centric solution; it does not run on server platforms other than Microsoft Windows NT or Windows 2000.

Optical Image Technology, Inc. (OIT)

Established in 1984, Optical Image Technology (OIT) is a privately held company and a wholly owned subsidiary of FBC Computers, Inc. Like Hyland, OIT provides an integrated document management suite, DocFinity, for horizontal applications. Its roots were in the COLD/enterprise report management space. Vertical markets which OIT has targeted include insurance, financial services, higher education, state and local government, and pharmaceuticals.

Strengths

Ease of Deployment and Use

One of OnBase's primary strengths is that it provides integrated functionality in a Microsoft environment. It leverages familiar Microsoft Windows environments. OnBase provides a single configuration utility and a customizable user interface for all processing and retrieval.

Low Cost

OnBase provides an attractive initial price and total cost of ownership. Its modular approach lets organizations start out with only the functionality they need. As their needs change, OnBase users can deploy additional components without lengthy development or deployment cycles. Hyland can "flip a license switch" to turn on additional features for the users.

Out-of-the-Box Solution

Hyland OnBase is designed to be an out-of-the-box solution that requires little customization. Its typical ratio for software to services is 70 percent to 80 percent software and 20 percent to 30 percent services. Though the suite is marketed modularly, each module is tightly integrated—the modules share the same underlying code base.

Limitations

Microsoft-Centric Product

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As is the case with a number of its integrated document management competitors, Hyland OnBase runs only on Microsoft platforms. Hyland's product architecture and development plans are tied heavily to Microsoft and its proprietary formats, such as ActiveX, Active Server Pages and Internet Server API (ISAPI). There are some inherent risks in such a strategy. ActiveX, although a more mature technology than Java, is not platform-independent.

Hyland Still Building Credibility as Enterprise Solution

Although Hyland is gaining traction in the enterprise, OnBase has traditionally been implemented as a departmental solution or in small to midsize enterprises. Typically, its implementations have had 75 to 100 users. Only a small percentage of its overall customer base comprises implementations supporting 1,000 or more users (25+ customers, according to Hyland). In addition, Hyland's distribution channel is primarily composed of VARs; it has not yet built relationships with the large system integrators that focus on enterprise deals. Thus, Hyland is still building its credibility for implementing or supporting large-scale solutions.

Hyland's Limited Global Presence and Service Capabilities

Hyland Software is primarily a North American company, with about 89 percent of its installed base in the United States and Canada. Approximately 87 percent of its overall revenue for 2002 was generated from North American sales. Latin America accounts for most of the remainder of its revenue and installed base. In addition, Hyland's distribution channel is primarily composed of regional VARs and small system integrators. It does not have partnerships with global system integrators such as Accenture or IGS.

Limited Document/Content Management Functionality

Hyland OnBase provides core document management library services, including document check-in/check-out, version control and document-level security. However, it currently does not support compound document management, dynamic document assembly or replication of content across distributed servers. In addition, it does not support collaborative document management capabilities, such as threaded discussions around documents. It does not currently output content to Web-viewable formats, such as HTML, XML or PDFs. It also does not provide capabilities to support Web content management, a feature increasingly being offered in competitors' product suites. In addition, document management capabilities (EDM Services) are priced as an add-on to the core OnBase offering. In most competing products, document management capabilities are a core feature.

Recommended Gartner Research

The 2002 Integrated Document Management Magic Quadrant, M-16-9036

Integrated Document Management Vendor Selection Criteria, DF-12-7060

Insight

Hyland OnBase is best suited for organizations looking for an easy-to-use, rapidly implemented solution for document imaging, workflow and enterprise report management applications. Consider alternative solutions if your requirements dictate a vendor able to support a broad range of enterprise content management applications (for example, sophisticated compound document management, document assembly or Web site management) in a global environment.